Task Order 139 –
Data Mart Operations

Data Mart Operations Monthly SLA Metrics Report
Deliverable 139.1.1g

Period Ending: 12/31/03

Introduction

This is the December monthly report for Task Order 139 – Data Mart Operations. The purpose of this task order is to provide the capability to sustain the Financial Partners (FP) Data Mart and Credit Management (CM) Data Mart. The report information will be provided separately for each system.

FP Data Mart Availability for Production

**Note: Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Monday, December 01, 2003	100%	
Tuesday, December 02, 2003	100%	
Wednesday, December 03, 2003	100%	
Thursday, December 04, 2003	100%	
Friday, December 05, 2003	100%	
Saturday, December 06, 2003	100%	
Sunday, December 07, 2003	100%	
Monday, December 08, 2003	100%	
Tuesday, December 09, 2003	100%	
Wednesday, December 10, 2003	100%	
Thursday, December 11, 2003	100%	
Friday, December 12, 2003	100%	
Saturday, December 13, 2003	100%	
Sunday, December 14, 2003	100%	
Monday, December 15, 2003	100%	
Tuesday, December 16, 2003	100%	
Wednesday, December 17, 2003	100%	
Thursday, December 18, 2003	100%	
Friday, December 19, 2003	100%	
Saturday, December 20, 2003	100%	
Sunday, December 21, 2003	100%	
Monday, December 22, 2003	100%	
Tuesday, December 23, 2003	100%	
Wednesday, December 24, 2003	100%	
Thursday, December 25, 2003	100%	
Friday, December 26, 2003	100%	
Saturday, December 27, 2003	100%	
Sunday, December 28, 2003	100%	
Monday, December 29, 2003	100%	
Tuesday, December 30, 2003	100%	
Wednesday, December 31, 2003	100%	

Task Order 139 – Data Mart Operations

Financial Partners (FP) Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for November with monthly data feeds from NSLDS, LaRS, and PEPS.
- Completed bi-weekly loading for FMS data.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Effective January 1st, 2004, Visionary Integration Professionals (VIP) will be the prime contractor for FP Data Mart Operations.

Help Desk Monthly Throughput (FP)

Category	High	Medium	Low	Total
Carry Forward	0	9	0	**9**
New	0	2	0	**2**
Closed	0	3	0	**3**
End of Month Balance	**0**	**8**	**0**	**8**

Data Request

Category	High	Medium	Low	Total
Carry Forward	0	0	0	**0**
New	0	0	0	**0**
Closed	0	0	0	**0**
End of Month Balance	**0**	**0**	**0**	**0**

Help Desk Request

Category	High	Medium	Low	Total
Carry Forward	0	3	0	**3**
New	3	2	0	**5**
Closed	3	2	0	**5**
End of Month Balance	**0**	**3**	**0**	**3**

Note: SIRs in POSTPONED status are not reflected in these numbers

Help Desk Request Summary (FP)

Total Processed Requests: 16

ID	STATE	TITLE	PRIORITY	TYPE OF REQ	OPEN	CLOSED
253	Assigned	1.2.6 GA Fee Payments	2. Medium	Change Request	7/30/2002	
254	Assigned	1.2.6.1 GA Requested and Paid Fees	2. Medium	Change Request	7/30/2002	
255	Assigned	1.2.7 GA Fee Payments History Report	2. Medium	Change Request	7/30/2002	
389	Assigned	GA Monthly / Quarterly Report	2. Medium	Help Desk Request	2/25/2003	
438	Assigned	Lender Scorecard - State / LID Trigger	2. Medium	Help Desk Request	4/25/2003	
442	Assigned	Missing data and prompts need updating	2. Medium	Change Request	4/29/2003	
449	Closed	FMS-NSLDS Cross-Check	2. Medium	Change Request	4/30/2003	12/14/2003
450	Assigned	Lender Scorecard - Origination Fee Variance	2. Medium	Change Request	4/30/2003	
458	Assigned	Capitalized Interest Report - SI #12	2. Medium	Help Desk Request	5/27/2003	
484	Assigned	GA Monthly Trigger Rate Report Metrics	2. Medium	Help Desk Request	7/9/2003	
513	Closed	Applied Quarter Date Display	2. Medium	Change Request	10/28/2003	12/14/2003
518	Assigned	Largest Parent Lenders by Loan Type	2. Medium	Change Request	11/14/2003	
522	Closed	Reset Mia Otake's ID's	1.High	Help Desk Request	12/2/2003	12/2/2003
524	Closed	Reset Mike Sutphin's ID	1.High	Help Desk Request	12/8/2003	12/8/2003
525	Closed	GA Analysis Reports	2.Medium	Change Request	12/9/2003	12/14/2003
527	Assigned	Forms 2000 Reports	1.High	Change Request	12/16/2003	

Financial Partners Data Mart Requests

Total Open Requests: 11

ID: MPOps00000253

Title: 1.2.6 GA Fee Payments

State: Assigned

Priority: 2. Medium

Open: 7/30/2002 7:29:17PM

Target Date:

Requestor: Ben Chiu, 415-556-4136

Assigned to: Mark Mandrella, 202-962-0721

Description:

Portfolio balances, Paid AMF and Paid LPIF do not match Form 2000. One reason is the last payment is made after the fiscal year. For example, 4th QTR AMF was paid in 1st quarter of the next FY. Also for FY 2001, it look like all AMF and LPIF payments were made via Manual invoices in January and did not show up as AMIF or LPIF payments in FMS.

No VFA fees are shown for any of the VFA GA's for 2001. The CSAC VFA Fee looks like it was paid via a manual invoice
in FMS.

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:22:25 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see
if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:30:11 PM =====

12/10/02 (S. McConaghie): We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment
types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we
intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment
types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to
be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on
12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:03:30 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy

Mittman (of FMS) to get an account of all the different
variances of the invoice numbers. When I
get these, I need to work with Nettie to determine how
to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:53:17 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the
invoice_num fields for 3 payment types (each has
multiple unique formats) to Mark for review and
feedback. The 3 payment types are
AMF (2 formats), LPIF (2
formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:19:02 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:55:28 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date.
It is embedded, depending on the payment type. Need to get the formats and look
them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the
invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:27:29 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS
processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:41:53 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay
Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:02 PM =====

Reassigned to Mark.

===== State: Assigned by:tliu at 8/23/02 11:53:33 AM =====

Verified the Portfolio balance and it seems working fine. Communicated via email with Ben Chiu:

I checked GA 706 for FY01, it seems they add up the same, the value is: $325,031,666.

Can you please verify it again and let me know what difference you found?

Thanks
Tina

--- "Chiu, Ben"
<Ben.Chiu@ed.gov> wrote:
> Hi Tina
>
> I agree. It
should be the same as adding the
> Federal, Operating and
> Restricted funds ending balances from the annual
> report to get the
> portofolio
balance. I
believe I
used GA706
when
I

> checked the figures.
>
> Ben
>
> -----Original Message-----
> From: Tina
Liu
[mailto:sli_
tina@yahoo.com
]

> Sent: Thursday, August 22, 2002 10:57 AM
> To: ben.chiu@ed.gov
> Cc: Mark Mandrella; Al
Bradley
> Subject: GA Fee Payments: Portfolio balances
>
>
> Hi Ben,
>
>   Thank you for attending the
meeting today.
I

> checked the calculation of Portfolio balances in the
> report <GA Fee Payments>, it seems it should be the
> same as adding up principal, interest, and other
> ending balances all together from Form 2000 annual
> report. Can you give us an example
GA ID for
this
> problem?
>
> Thanks
> Tina

===== State: Assigned by:tliu at 8/23/02 11:52:12 AM =====

Had meeting with FMS and Ben Chiu, sent out a note after the meeting to get more information from FMS:

1. We need to
use
INVOICE_NU
M from table
ap_invoices_all to aggregate on requested and paid
fees for a specific fiscal year. Can FMS send us the
exact format of
INVOICE_NUM for
all types of invoices?

2. How FMS determine the actual invoice type (VFA,
LPIF, AMF, etc.)
for a manual invoice entry?

3. What is the relationship between table
ffelga_soa_reports and ap_invoice_payments_all?
Suppose we add up all types of payments for an
individual GA during fiscal year 2001 from table
ap_invoice_payments_all, can we get the same amount
from table ffelga_soa_reports?

===== State: Assigned by:tliu at 8/13/02 2:35:08 PM =====

Mark sent out email asking for the report spreadsheet from FMS.

===== State: Assigned by:tliu at 8/7/02 11:55:44 AM =====

The FMS developer Prasanth

Kundapur sent the
SQL statements behind the
scene.

===== State: Assigned by:tliu at 8/5/02 10:45:00 AM =====

Called FMS DBA Marcus and sent email
to Todd Kaywood on 8/2/02,
asking for SQL query behind
generating the following FMS reports (quote
from Ben Chiu's
email):

>For Total Fees Paid, I ran the "SFA GA SOA Detail Report". For the AMF and LPIF
payments, I ran "SFA GA SOA
NSLDS AMF Detailed Report" and "SFA GA SOA NSLDS LPIF Detailed Report".

ID: MPOps00000254

Title: 1.2.6.1 GA Requested and Paid Fees

State: Assigned
Open: 7/30/2002 7:30:32PM
Requestor: Ben Chiu, 415-556-4136

Priority: 2. Medium
Target Date:

Assigned to: Mark Mandrella, 202-962-0721

Description:

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Requested AMF is inaccurate since it matches Paid AMF which we know is wrong. Requested LPIF does not match FMS
Annual Report.

Ben McPherson also logged a request regarding this same report. Now combine them together. He said the payment was
calculated in the year paid not the year earned.

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:00 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see
if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:mmandrella at 12/19/02 3:30:46 PM =====

Emailed Ben Chiu and asked if he could provide me with the FMS Annual report data for the Requested AMF and Requested
LPIF Fees.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:09 PM =====

12/10/02 (S. McConaghie): We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment
types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we
intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment
types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to
be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on
12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:02:49 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different
variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from
each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:55:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple
unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2,
possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:33 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:56:08 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the
payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would

run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:57 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS
processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:12 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice
dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:52 PM =====

Reassigned to Mark.

===== State: Needs_Clarification by:tliu at 8/12/02 2:24:00 PM =====

Updated the description with Ben
McPherson's
comments.

===== State: Needs_Clarification by:tliu at 8/7/02 11:03:09 AM =====

Please provide detailed information about the mismatching data. For example, the actual dollar amount difference between the
FMS report(s) and the data mart report.

===== State: Needs_Clarification by:tliu at 8/2/02 10:42:23 AM =====

Checked the SR_F_GA_INVOICES table and found out that all requested and paid AMF fees match each other. Needs to call Ben
Chiu to clarify how to calculate the requested and paid fees, specifically grouping on what time attribute (right now, both are
aggregated based on invoice date).

ID: MPOps00000255

Title: 1.2.7 GA Fee Payments History Report

State: Assigned
Open: 7/30/2002 7:32:26PM
Requestor: Ben Chiu, 415-556-4136

Priority: 2. Medium
Target Date:

Assigned to: Mark Mandrella, 202-962-0721

Description:

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Total Fees Paid does not match FMS (added all monthly SOAs for GA 706 FY-2001).

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:31 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see
if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:50 PM =====

12/10/02 (S. McConaghie): We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment
types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we
intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment
types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to
be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on
12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:01:58 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy
Mittman (of FMS) to get an account of all the different
variances of the invoice numbers. When I
get these, I need to work with Nettie to determine how
to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:57:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:06 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:57:49 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:21 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:30 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:30:31 PM =====

Reassigned to Mark.

ID: MPOps00000389 **Title:** GA Monthly / Quarterly Report
State: Assigned **Priority:** 2. Medium
Open: 2/25/2003 3:52:30PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307
Assigned to: Keisha Contee, 202-962-0655
Description: The GA Monthly / Quarterly Report's monthly Principal, Interest, and Other Amounts do not accurately match Monthly / Quarterly captured by non-MicroStrategy reports from FMS.

Systematic approach will be taken to determine whether:
1) MicroStrategy and / or Informatica is out-of-synch with FMS;
2) FMS reports are out-of-synch with FMS.

Activity Log:
===== State: Assigned by:kcontee at 12/2/2003 12:09:54 PM =====

11/26/03 Sent Nettie and Ben an email to verify changes. email: GA Monthly/Quarterly has been fixed. We found that there were some duplicated records and they were removed. You can review the changes in Test or Prod. Here is the spreadsheet sent to me by Ben. The first sheet is what used to be in the Data mart. The next three sheets should be added together to give a quarterly total for Arkansas ? 705 September 30, 2002. Let me know how everything goes.

8/29 - Sent an email to Nettie to understand why monthly and quarterly reports are not listing the same line sub-items.

ID: MPOps00000438

Title: Lender Scorecard - State / LID Trigger

State: Assigned
Open: 4/25/2003 3:10:19PM
Requestor: Ben Chiu, 415-556-4136

Priority: 2. Medium
Target Date:

Assigned to: Keisha Contee, 202-962-0655

Description:

When running lender scorecard, the report provides inconsistent data. For example, for state=Utah, and LID=820200, Part II
shows that for items 3 and 5, Utah is given the highest possible points which means it does not meet the trigger criteria.
However, the Trigger column shows that the trigger criteria has been met. There are many more examples of this. I have only
provided one state and LID pair that exhibits this.

Activity Log:

===== State: Assigned by:kcontee at 12/2/2003 12:13:09 PM =====

11/03 - Nettie and Keisha have met to discuss the functionality of the report and triggers. Keisha is working on a fix.

8/29 - Nettie and Keisha have decided to meet in order to discuss the trigger functionality.

===== State: Assigned by:kcontee at 11/3/2003 11:02:41 AM =====

8/29 - Nettie and Keisha have decided to meet in order to discuss the trigger functionality.

===== State: Assigned by:mko at 4/25/2003 11:30:12 AM =====

(PS): I believe that inconsistency has popped up before. I recall it happening during our training last fall. There may be others
as well. I don't know how many FP staff have been using the scorecard. It's a item/report that needed
to be tested much more than we were able to last year.

On that note, we will need a lot of time and effort to develop a GA scorecard for phase 3. A lot of the lender scorecard data
and design came form old excel and IDEA reports that we had developed in the past. There is
no "history or base of tests" for GA data as far as I know. Also, we should add an FM person to the team to help with
designing the GA reports.

ID: MPOps00000442

Title: Missing data and prompts need updating

State: Assigned

Priority: 2. Medium

Open: 4/29/2003 7:25:25PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Keisha Contee, 202-962-0655

Description:

The following reports appear to be missing data and the prompts need to be updated to include more recent years. They are:

Collections on Defaulted Loans
Default Dollars Paid to Lenders
Loan Volume Committment
Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:47:43 AM =====

NH: Awaiting on information from Nettie Harding on which direction to take in terms of the formatting of prompt values:
1.0 The report prompts are based on a Quarter (Ending Date). Pre-defined list of prompts displays 'QTR_ENDING_CALENDAR_MONTH' in the example format of 1972 September

20. The currently displayed prompts are in the format of FISCAL_QTR_LONG_DESC, e.g. '1972 FQ4'

3.0 Please advise on the desired format. Please refer to the Collection on Defaulted Loans in Test as an example.

ID: MPOps00000450 **Title:** Lender Scorecard - Origination Fee Variance

State: Assigned
Open: 4/30/2003 6:00:53PM
Requestor: Nettie Harding, 202-377-3307

Priority: 2. Medium
Target Date:

Assigned to: Keisha Contee, 202-962-0655

Description:

The amounts reported in the column 799 - Part II is pulling from the wrong data source. It is extracting an amount paid to the
lender instead of the Principal amount in Part II and bringing the decimal over two spaces. In other words, for an amount of
$27,000.78 it is reporting $2,700,078. I am sending a spreadsheet to the MPO mailbox that provides data on two lenders to
clarify this issue.

Activity Log:

===== State: Assigned by:kcontee at 11/3/2003 11:06:41 AM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

8/29 - The columns have been corrected and awaiting for Nettie's approval.

9/8 KC: Test out SIR 450. I changed the fields so that they report the correct data. This may have resolved the issue with
the incorrect decimal placement. You can test Lender Virginia: 802560 Suntrust Bank. I know we were reporting incorrect
information for this Lender before the change.

11/03 The report is working as it should. However, there are some subsets of data that report differently. Nettie would like
for this SIR to remain open until we can understand why these subsets are reporting differently.

===== State: Assigned by:kcontee at 9/8/2003 4:10:34 PM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

8/29 - The columns have been corrected and awaiting for Nettie's approval.

9/8 KC: Test out SIR 450. I changed the fields so that they report the correct data. This may have resolved the issue with
the incorrect decimal placement. You can test Lender Virginia: 802560 Suntrust Bank. I know we were reporting incorrect
information for this Lender before the change.

===== State: Assigned by:lphillips at 9/4/2003 10:40:50 AM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

8/29 - The columns have been corrected and awaiting for Nettie's approval.

===== State: Assigned by:smcconaghie at 9/3/2003 8:36:38 AM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

===== State: Assigned by:kcontee at 7/29/2003 9:54:27 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination fee
Variance report in Test. Please verify.

NC:Attached are a couple of interesting finds for you to review:
Spreadsheet "Production Results" contain what
is presently returned in Prod before I made the change.
Spreadsheet "Test Results" contain data returned
after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the
case.

Also, the "SI #6
Origination Fee Variance" is
taken directly from Prod in he FP
Datamart. There are no decimal places in these
numbers. Should this be
the
case?

7/24 - KC: After research, I found that the report is working
properly. But, I believe the data for 802560 / Dec
1999 quarter was improperly
loaded.

Refer to spreadsheets FPDM 801895 and MSTR 801895. The first spreadsheet shows what is in the FPDM while the second shows what is in MSTR. From analyzing this data, it seems to me that the data in FPDM is rounded to the nearest dollar and the report reports this figure.

Now, refer to spreadsheets FPDM 802560 and MSTR 802560. After
analyzing this data, it seems to be doing the same thing as the noted
above. But, we know 2,700,078.00 is not the correct figure. The correct figure
should be 27,000.78. But, the report is not formatted to have decimal

places. If we made that change, all the data would
change as did in my previous
attempt at a
fix.

I think the data was not rounded and loaded properly. I will have to do more research to decide if this assumption is true. If it
is true, we will need to correct the bad data.

Can you check the other quarters for 80260 to
see if they are reporting correctly? Please let me know
if you see any other data that looks incorrect.

===== State: Assigned by:kcontee at 7/14/2003 3:52:15 PM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination fee
Variance report in Test. Please verify.

Attached are a couple of interesting finds for you to review:
Spreadsheet "Production Results" contain what
is presently returned in Prod before I made the change.
Spreadsheet "Test Results" contain data returned
after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the
case.

Also, the "SI #6
Origination Fee Variance" is
taken directly from Prod in he FP
Datamart. There are no decimal places in these
numbers. Should this be the case?

===== State: Assigned by:mko at 6/9/2003 8:34:18 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

ID: MPOps00000458 **Title:** Capitalized Interest Report - SI #12

State: Assigned **Priority:** 2. Medium
Open: 5/27/2003 8:20:25PM **Target Date:**
Requestor: Susan Haenel-Beck, 917-767-6435 **Assigned to:** Keisha Contee, 202-962-0655

Description:

Enchancement SIR229, the report needs to reflect percentage calculations for all fields where there is an amount in the "interest
capitalized" column. The interest calculation can be positive or negative - each would have value in the report.

Activity Log:

===== State: Assigned by:kcontee at 12/2/2003 12:31:20 PM =====

12/2 - Sent Nettie and Susan an email asking if the report's current percentage column would suffice?

8/29 - WIll refer to SIR 229 for more information.

===== State: Assigned by:lphillips at 9/4/2003 10:41:32 AM =====

8/29 - WIll refer to SIR 229 for more information.

ID: MPOps00000484 **Title:** GA Monthly Trigger Rate Report Metrics

State: Assigned **Priority:** 2. Medium
Open: 7/9/2003 7:43:53PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:

This report doesn't not seem to be calculating the correct metrics for columns Trigger Rate Monthly and FYTD.

Activity Log:

===== State: Assigned by:kcontee at 11/3/2003 11:43:37 AM =====

11/03 Keisha is working on a fix for this issue.

ID: MPOps00000518

Title: Largest Parent Lenders by Loan Type

State: Assigned
Open: 11/14/2003 5:00:14
Requestor: Nettie Harding, 202-377-3307

Priority: 2. Medium
Target Date:

Assigned to: Keisha Contee, 202-962-0655

Description:

The report is not showing the children lenders under each parent lender.

Activity Log:

ID: MPOps00000527

Title: Forms 2000 Reports

State: Assigned
Open: 12/16/2003 9:43:04
Requestor: Keisha Contee, 202-962-0655

Priority: 1. High
Target Date:

Assigned to: Keisha Contee, 202-962-0655

Description:

This morning Susan Ferraiole and I ran the 4 reports listed below. Something seems odd to us about the data returned, actually the good news is that data was returned this time, but we're not sure it's completely accurate. I've attached a screen print from the GA Federal Fund Report (took about 15 mintues to run). Can someone explain why there are multiple records for the same date, amount, percent, rank, etc? This data is replicated in this manner on all four reports:

GA Operating Fund Report
GA Federal Fund Report
GA Restricted Account Report
GA Annual Comparative Report

Activity Log:

===== State: Opened by:kcontee at 12/16/2003 4:49:42 PM =====

12/16 - There are 3 changes to be made that will resolve this issue:

1. Modify F_YEAR attribute to query from SR_FFELGA_ANNUAL_REPORTS_PRV table

2. Modify GA_CODE attribute to query from SR_FFELGA_ANNUAL_REPORTS_PRV table

3. Have FMS Operations run script to update Most_updated_record_flag to ?Y? in SR_FFELGA_ANNUAL_REPORTS in FMS database table

I have made the changes in Test. We are waiting to hear from FMS.

Credit Management (CM) Data Mart Operations Status

Work Accomplished During This Period

- Completed load/reconciliation of Demographic data for November in Production environment.
- Completed load/reconciliation/aggregations of Financial data for November in Production environment.
- Begin loading Financial data for December as it was received from FMS in the Production environment.
- Added new transaction Ids to d_txn_map table.
- Provided daily monitoring of CM data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for CM.
- Held bi-weekly CM Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Effective January 1st, 2004, Visionary Integration Professionals (VIP) will be the prime contractor for CM Data Mart Operations.

Help Desk Monthly Throughput (CM)

Data Request (1 Time)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	**0**
New	0	1	0	0	**1**
Closed	0	1	0	0	**1**
End of Month Balance	**0**	**0**	**0**	**0**	**0**

Data Request (Multiple)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	**0**
New	0	0	0	0	**0**
Closed	0	0	0	0	**0**
End of Month Balance	**0**	**0**	**0**	**0**	**0**

Help Desk Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	1	0	**1**
New	0	0	0	0	**0**
Closed	0	0	1	0	**1**
End of Month Balance	**0**	**0**	**0**	**0**	**0**

System Change Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	**0**
New	0	0	2	0	**2**
Closed	0	0	1	0	**1**
End of Month Balance	**0**	**0**	**1**	**0**	**1**

Note: SIRs in POSTPONED status are not reflected in these numbers

Help Desk Request Summary (CM)

Total Processed Requests: 4

ID	STATE	TYPE OF REQ	TITLE	PRIORITY	OPEN	CLOSED
519	Closed	Help Desk	MSTR Desktop - "Connection to Server Lost:	3. Within 15 Business Days	11/19/2003	12/03/2003
521	Closed	System Change Request	Table 4 DLR by School Type borrower count	3. Within 15 Business Days	12/1/2003	12/15/2003
523	Closed	Date Request (1 time)	retrieve march and june 2003 demographic data file	2. Within 5 Business Days	12/8/2003	12/17/2003
526	Assigned	System Change Request	Modify CMDM Loan Booking Report	3. Within 15 Business Days	12/16/2003	

Credit Management Data Mart Requests

Total Open Requests: 1

ID	MPOps00000526	**Title:**	Modify CMDM Loan Booking Report
State:	Assigned	**Priority:**	3. Within 15 Bus

Date Opened:	12/16/2003 5:00:00	**Target Date:**	1/11/2004 5:00:00A
Requestor	Al Bradley, 202-962-0661	**Assigned:**	Al Bradley, 202-962-0661

Description:
Modify Loan Booking Report fms transaction codes per criteria established by Lester Langford; Transaction codes must be present in FMS Accounts 135001 and 135003. Maintain current report as "Historical FY02 - FY03", and create new report for future use. Update CMDM table D_RELATE_TXN_TYPE and D_TXN_TYPE to reflect codes to be included in new report. Add explanation of changes to Historical report. This chnage does not impact any txn codes related to the LTD balances from FARS(example LSH...).